

# **Brokstock SA (Pty) Limited Treating Customer Fairly (TCF Policy)**

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## 1.INTRODUCTION

**1.1 Brokstock SA (Pty) Limited (herewith "BROKSTOCK", the "Company" or "We") is incorporated under the laws of South Africa and is registered by the Companies and Intellectual Property Commission with registration number 2020/523823/07. BROKSTOCK is a brand operated by Brokstock SA (Pty) Ltd, a company incorporated and registered under the laws of South Africa and an investment firm regulated by the Financial Sector Conduct Authority ("FSCA") with license number 51404.**

**1.2** The overriding principle central to our Company is that clients come first. Our Company is committed to the fair treatment of all clients, irrespective of size or way through which they access to our system.

**1.3** This Treating Customers Fairly Policy ("TCF") applies to the Company's applications, websites, media channels and related digital services.

## 2.OUTCOMES

**1.4** The FSCA has outlined six key outcomes, which are central to the policy. These are:

- **Outcome 1:** Customers are confident that they are dealing with firms where the fair treatment of customers is central to the firm culture.
- **Outcome 2:** Products and services marketed and sold in the retail market are designed to meet the needs of identified customer groups and are targeted accordingly.
- **Outcome 3:** Customers are given clear information and are kept appropriately informed before, during and after the time of contracting.
- **Outcome 4:** Where customers receive advice, the advice is suitable and takes account of their circumstances.
- **Outcome 5:** Customers are provided with products that perform as firms have led them to expect, and the associated service is both of an acceptable standard and what they have been led to expect.
- **Outcome 6:** Customers do not face unreasonable post-sale barriers to change a product, switch provider, submit a claim or make a complaint.

**1.5** Our Company fully supports these TCF Outcomes, to the extent relevant to our business.

### **3.SERVICES**

**1.6** The Company recognises the importance to our business in treating customers fairly. We are therefore committed to ensuring that from the initial contact, through to the after sales process and beyond, we consistently place our customers' needs first.

**1.7** Best execution and fair allocation of trades to all client portfolios is granted (see the Best Order Execution Policy). Our Company does not favour any products or portfolios over and above others.

**1.8** Service related updates are regularly communicated to Company's clients and intermediaries through the Company's website or by email. Specific changes that directly affect the Client are communicated directly to the Client.

### **4.TCF COMMITMENTS**

**1.9** Our TCF commitments are:

- to make every effort to ensure that you understand our products and services and our responsibilities to you;
- to ensure that our products and services meet your needs by taking into consideration, where relevant, your lifestyle, finances and personal objectives;
- to handle your complaints promptly and fairly;
- to keep reinforcing TCF in our business; and
- to provide products and services that perform and are delivered in accordance with product and service description.

### **5.OUR COMPANY'S APPROACH**

- We strive to always put the interests of clients first;
- We have an unwavering commitment to the building of long-term sustainable client

relationships;

- We focus on producing performance over meaningful periods that meets our clients' objectives and expectations;
- We are uncompromising about applying ethics and good governance across all areas of our business.
- At the commencement of our business relationship, we will provide you with the information leaflets on the following matters:
  - Key features of our products and services; and
  - our terms and conditions.

## **6.COMPLAINTS**

**1.10** Our communication materials will be drafted in plain and simple English to avoid unnecessary jargon and complicated language.

**1.11** Our products, where this is relevant, will only be developed and marketed after considering the target customers' lifestyle, finances, and personal objectives.

**1.12** We will strive to meet and exceed your expectations at all times. However, where we fail to do this, we will handle your complaints promptly and fairly. We will provide you with clear information on how to make a complaint and how we will handle it.

**1.13** We would like to have a very long-term relationship with you. However, should you want to close or move your account or product to another bank or provider, we will ensure that this is done as quickly as possible with minimum inconvenience to you.

**1.14** We will regularly assess our procedures, policies, and documentation to ensure that we are treating customers fairly and also provide training to our staff on our products and services so that they can serve you better.

**1.15** We will, as part of our product development policy, at regular intervals, assess the performance of our products and delivery of services. This will include a critical review of complaints and errors.

## **7. OWNERSHIP OF THIS POLICY**

**1.16** This Policy is owned by Brokstock SA (Pty) Ltd, trading as BROKSTOCK, an authorised financial services provider in terms of the Financial Advisory & Intermediary Services Act (37 of 2002) and subordinate legislation, with FSP number 51404.

**1.17** The Key Individual of Brokstock SA (Pty) Ltd hereby confirms the adoption of this Policy on behalf of the governing body of the Brokstock SA (Pty) Ltd and accepts responsibility for the successful training of employees and implementation of this Policy.

**1.18** This document will be updated whenever material changes are made to it.